

Time Log for Invoice # 13-11014-1

DATE	Services	DESCRIPTION	Hours
8/16/2013	MGA-Wayne Marks	WM-rvw of new claim w/handler	0.30
8/16/2013	Hourly Clerical	SL-Received new claim, setup in FileTrac and server, assigned to KS	0.25
8/16/2013	Hourly Adjuster	KS- Review assignment info, SOV, location imagery for Lakeshore shopping center, policy basics. Called insured Charles Shadid (attorney and owner) to discuss. He advised hail damage on roof siding of Lakeshore building, and water leaks causing damage to underneath ceiling of area over sidewalks. He advised that other properties may be included. Advised that I would contact agent to discuss. Agent not in office; emailed him my contact info to call me back.	0.80
8/16/2013	Hourly Adjuster	KS- Advised WM of claim basics and potential concerns of a potentially large scale claim and/or inspection; insured has 25 properties on policy.	0.30
8/19/2013	Hourly Adjuster	KS- Spoke to agent Cliff Miller. He says right now they are most concerned about damage to one large building, but based on whether we see damage on that building may determine the need to take a look at several more buildings in the area. He says the insured's maintenance man is starting to go around to other buildings this week to inspect them. Agent says they want to keep the claim minimal since large claims affect their rates, etc.	0.40
8/20/2013	MGA-Wayne Marks	WM-rvw and collab w/hand for email sum to carr	0.30
8/20/2013	Hourly Adjuster	KS- Prep email summary and photos. Sent to WM for review.	0.80
8/20/2013	Hourly Adjuster	KS- Spoke to insured. Still unsure if the claim is for 1 or 25 buildings. Discussed with WM and potential concerns.	0.40
8/22/2013	Hourly Adjuster	KS- LMTRC for agent Cliff Miller. Advised that the agent is talking about a small claim but the insured is talking about inspecting all 25 properties. Requested he get with insured to figure out what they are making a claim for so we can plan accordingly for time/travel/expense on inspection/s.	0.10
8/26/2013	Hourly Adjuster	KS- Spoke to agent. Our plan is to check out the one building now, and that may show whether we need to plan a larger inspection for others later.	0.20
8/26/2013	Hourly Adjuster	KS- Contact field inspector. Prep assignment checklist. Call insured to advise of pending inspection.	0.70
8/26/2013	Hourly Adjuster	KS- Agent called to say that insured looked at more properties this weekend and will need many of them looked at. Canceled field inspection of Lakeshore. Contacted insured to find out exactly how many properties we need to schedule to inspect.	0.70
8/27/2013	Hourly Adjuster	KS- Provided status update to JH and Jason (at the agency). Requested JH provide underwriting file.	0.30
8/29/2013	Hourly Adjuster	KS- Discuss pending inspection with WM. Start figuring out inspection plans and who will go.	0.30
8/30/2013	Hourly Adjuster	KS- Jerry, public adjuster, called to say that he is representing the insured. Requested letter of rep. Discussed his knowledge of the properties and potential inspection dates. Followup email. Advised WM of PA and plan going forward for inspections.	0.60
8/30/2013	Hourly Adjuster	KS- Gave JH update on PA and claim status. Requested underwriting file.	0.10
9/2/2013	Hourly Adjuster	KS- Preliminary weather research for wind and hail on the DOL and past 10 years (hail).	0.70
9/2/2013	Hourly Adjuster	KS- Review policy and SOV. Prep info/doc request letter for the 25 prop claim. Sent to WM for review.	
9/4/2013	MGA-Wayne Marks	WM-rvw doc request	

EXHIBIT

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